

Dear Commissioners:

Stop hidden phone fees so I can truly compare prices of phone services. I support the petition filed by the National Association of State Utility Consumer Advocates and endorsed by other consumer advocacy organizations. CG Docket No. 04-208, Petition for Declaratory Ruling Regarding Truth-In-Billing and Billing Format, is long overdue.

Phone bills should be truthful and easy to understand. I've been marketed many times by phone companies telling one story, however I will later have found that their story was much longer, and more costly to me. There are always an excess of charges and taxes that I have been charged, most of which a phone company claims they cannot tell you about, or predict upon your initial signing up for a service. The hidden fees of phone service, makes me as a consumer feel manipulated. I would rather know about the fees upfront, and have there be a law that requires such up front communication. For crying out loud we all would still buy the service. But please clear communication would allow people to trust the companies they use, rather than dispise them. Business would flourish if people trusted their phone companies. Peace!

Because this practice is tolerated by the FCC, long distance and wireless phone companies are able to hide the true cost of service. These add-ons make the advertised price of service significantly less than the amount of the check I have to write each month to pay the bill. Competition will not work if consumers cannot accurately compare prices when shopping for service.

Many states are stepping up to address this problem. They should be allowed to proceed. However, the FCC shouldn't shirk its responsibility, nor limit states from doing more.

The FCC should immediately grant the NASUCA petition to investigate billing practices, and prohibit phone and wireless companies from imposing separate monthly fees, line items or surcharges unless expressly mandated by law or the charge is expressly authorized by a governmental authority.